


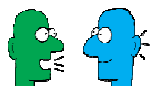


Stoneywood Complaints Procedure (easy read version)

If you  dislike or are  unhappy with our service we want you to let us know as soon as possible. So that we can try our best to sort it.

We will then  investigate the situation, so we can



explain,



apologise and



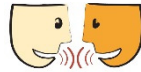
take, action

where necessary.

Please let us know as soon as the problem arises. You can do this either by:



Phone



In person



Letter

**Stoneywood Community Care Services**

36a Winchester Avenue  
Winchester Industrial Estate  
Denny  
FK6 6QE  
TEL: 01324 824015



**Stoneywood Residential Services**

40 Glasgow Road  
Denny  
FK6 5DJ  
TEL: 01324 824015



Proactive support for people with learning difficulties to live in the community


YOU CAN ALSO CONTACT:





|  |  |
|--|--|
| <p><b>Care Inspectorate</b><br/>Compass House<br/>11 Riverside Drive<br/>Dundee<br/>DD1 4NY<br/>Tel. 0345 600 9527</p> | <p><b>Social Work Department</b><br/><br/>Hope Street<br/>Falkirk<br/>FK1 5RW<br/>Tel. 01324 506 400</p> |
|--|--|



or local advocacy

|   |   |
|---|---|
| <p><b>Forth Valley Advocacy</b><br/>1 The Bungalows<br/>Larbert<br/>FK5 4SZ<br/>Tel. 01324 574316</p> | <p><b>Central Advocacy Partners</b><br/>27 West Bridge Street<br/>Falkirk<br/>FK1 5RJ<br/>Tel. 01324 633321</p> |
|---|---|

Your  opinion does matter to us. We try to get things

 right first time, however we know that sometimes things can go

 wrong even with the best will in the world.

Complaints help us  learn and can help us  stop the same problem happening again.

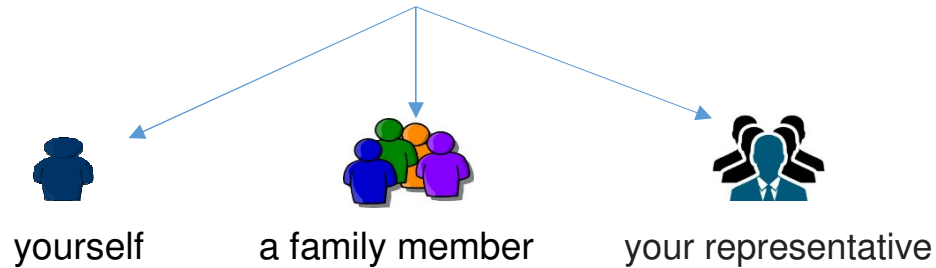
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## Who can complain?



Anyone who is impacted by support from Stoneywood, and has experienced a problem can use the complaints procedure.

### This includes



## You can make a complaint either:



informally,



formally or



anonymously

## To make an informal complaint:



Firstly speak to your support worker, who will pass on your concerns or if you prefer you can contact Stoneywood directly

TEL: 01324 824015



## To make a formal complaint



Please request a Stoneywood complaints form, you can fill this in yourself or get help from a friend or relative. When the form is completed return it to Stoneywood. The address is on the front page.

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STONEWOODCARE SERVICES LTD REGISTERED IN SCOTLAND REG COMPANY 257011  
SCSWIS Registration Numbers CS2008185591/CS2004058388/CS2004071069

## How are complaints dealt with?



### Informal Complaints

Whoever speaks to you will listen to your complaint, we will then investigate and do our best to give you a full and prompt response.

This is how most complaints are sorted, however if you are still unhappy you can make a formal complaint.



### Formal complaints

When we receive a complaint form, we log and investigate the complaint. We will also let you know we have received it within three working days. We aim to resolve your complaint within seven days. If we can't we will get in touch to explain the reason why. We will give you a full written reply in all cases.

### What if I am unhappy with the reply?



If you are not happy with our response you can ask our directors to look at your complaint again. They will consider if the right decision was reached and write to you within a further seven days.

### Can I appeal to anyone outside Stoneywood?



Yes. If you still feel that we have not dealt with your complaint properly you can contact your social worker, local social work department or a member of the Care Inspectorate.

### Anonymous Complaints



If you make an anonymous complaint we cannot promise to fully investigate them. We will take note of any we receive and try to investigate, if the complaint raises serious concerns. However we ask to always put your name to any complaint.

At any time during this process you are free to contact the Care Inspectorate or your Local Authority.

**Confidentiality**

We will respect the confidentiality of your complaint as far as possible and won't give your name to any more people than necessary. If your complaint involves a member of staff or another, it may not be possible to look at the complaint properly without speaking to that person. If this is the case, we will always contact you first and ask for your permission.